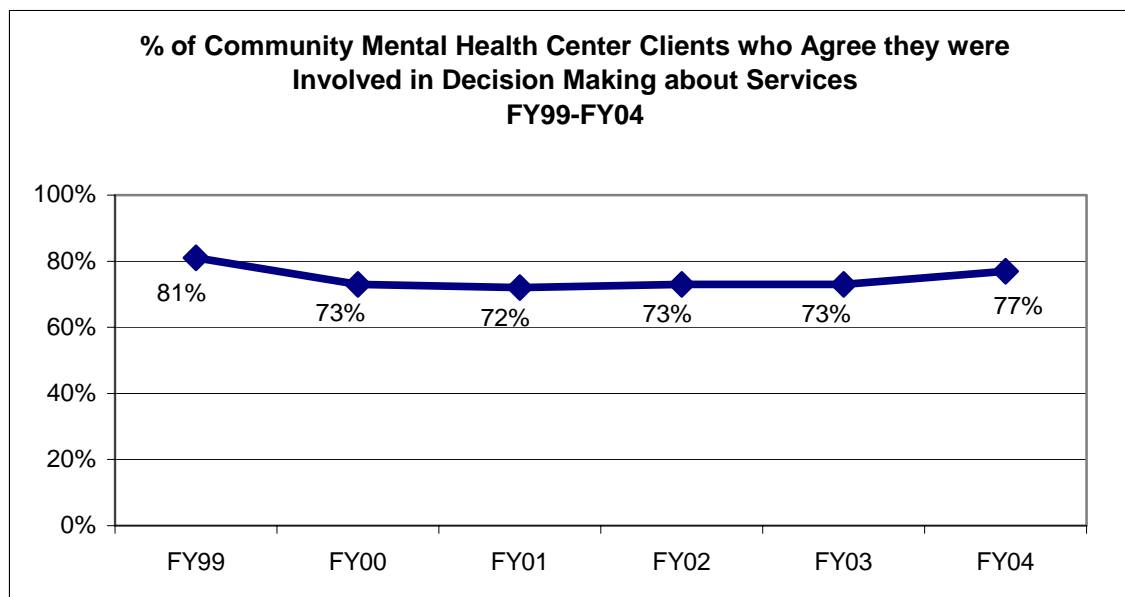


## CLIENTS FEELING THEY WERE INCLUDED IN DECISIONS ABOUT SERVICES

Source: Division of Substance Abuse and Mental Health



**Definition:** The Division administers a client satisfaction survey to its community mental health center clients throughout the year. The survey gathers opinions from clients on 28 items. The graph above shows the response to: “I have been included in the decision making about my services.”

**Analysis:** The graph above indicates that more than three-quarters (77%) of clients felt they were involved in making decisions regarding their services. This is consistent with

the past three years but represents a decline from the late 1990s.

**Future Actions:** Community Mental Health Centers will examine the data and determine if staff attitudes have changed in the negative direction. If so, centers will be encouraged to provide inservice training to correct the problem.